



Telehealth: Revolutionizing Program Impact

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Utah Department of Health
Diabetes Prevention & Control Program
www.health.utah.gov/diabetes

Telehealth in Utah

- The Utah DPCP conducts a monthly distance learning program for health care providers on a variety of topics related to diabetes management
- ***Telehealth*** makes it possible to reach diabetes providers in rural, frontier, and urban areas

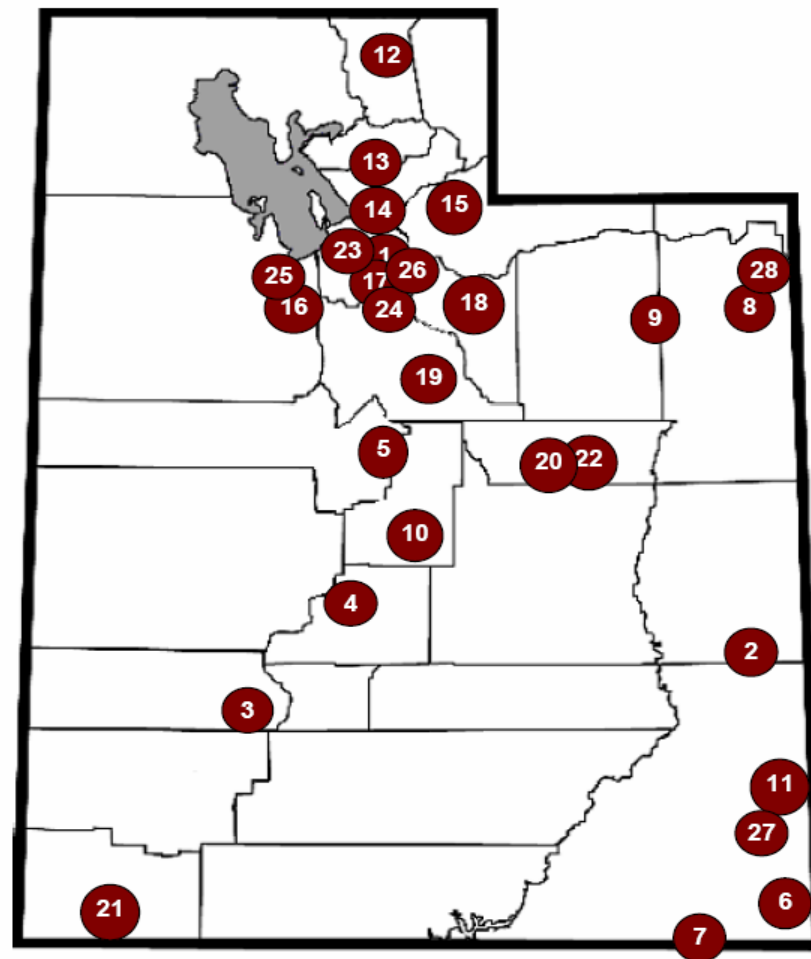


Utah Telehealth Network

- Based at the University of Utah
- UTN provides, coordinates and manages the video/audio systems for the Diabetes Telehealth Series:
<http://www.utahtelehealth.net/diabetes.html>
- A bridge exists to connect multiple sites
- Or, sites can connect directly one with another



Site	UTN Network Members
1	University of Utah, SLC
2	Allen Memorial Hospital, Moab
3	Beaver Valley Hospital, Beaver
4	Central Utah Health Department, Richfield
5	Central Valley Medical Center, Nephi
6	Montezuma Creek Community Health Center, M.C.
7	Monument Valley Health Center, M.V.
8	TriCounty Health Department, Vernal
9	Uintah Basin Medical Center, Roosevelt
10	Gunnison Valley Hospital, Gunnison
11	San Juan Hospital, Monticello
12	Bear River Health Department, Logan
13	Weber-Morgan Health Department, Ogden
14	Davis County Health Department, Farmington
15	Summit County Health Department, Coalville
16	Tooele County Health Department, Tooele
17	Salt Lake City-County Health Department, Murray
18	Wasatch County Health Department, Heber City
19	Utah County Health Department, Provo
20	Southeastern Utah Health Department, Price
21	Southwest Utah Health Department, St. George
22	Castleview Hospital, Price (no videoconferencing)
23	UDOH - Cannon Building, SLC
24	Elaine Skalabrin, M.D. Residence (Telestroke Emergency), Sandy
25	Mountain West Medical Center, Tooele
26	Utah Hospital & Health System Association, SLC
27	UNHS Blanding Family Practice, Blanding
28	Basin Clinic, Vernal



Telehealth Advantages

- Distance learning format
- Reduces travel time
- Convenience
- Participants are able to see each other to allow for interaction
- Within the network, there's no cost
- Cover both urban and rural areas around the State








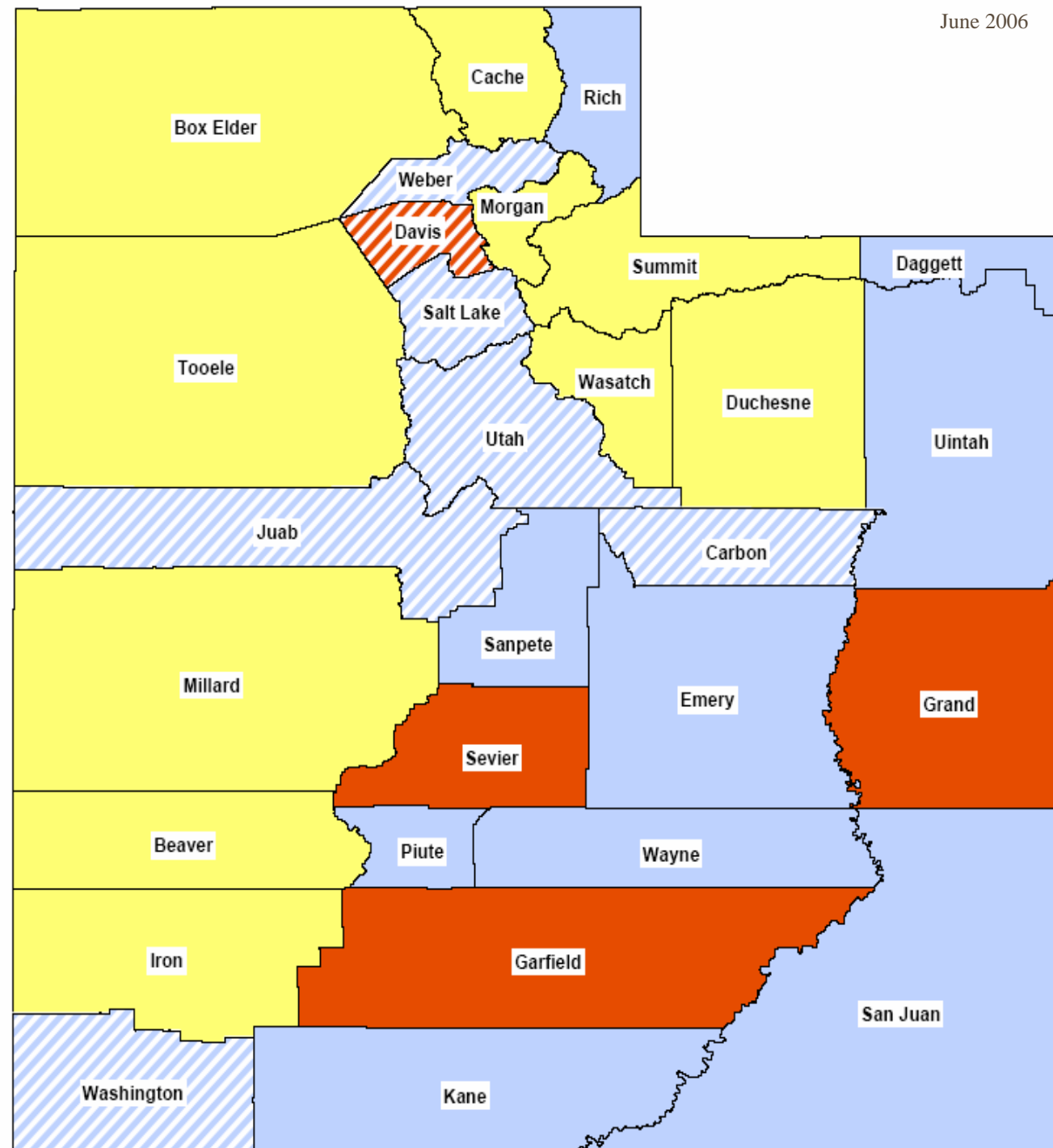
Telehealth Advantages

- Essential Public Health Services covered by Telehealth:
 - Inform, Educate, Empower
 - Mobilize Community Partnerships
 - Assure a Competent Workforce
- Telehealth in Utah addresses a need in Medically Underserved Areas and Populations by having participants in most Utah counties (24 of 29 thus far)



Utah Medically Underserved Areas and Medically Underserved Populations

-  Full County MUA
-  Partial County MUA
-  Full County MUP
-  Partial County MUP
-  Undesignated Counties



For further information, please contact:

Office of Primary Care and Rural Health

Mailing Address:

P.O. Box 142005
Salt Lake City, Utah 84114-2005

Street Address:

288 North 1460 West
Second Floor
Salt Lake City, Utah 84116

Phone: (801) 538-6113

Fax: (801) 538-6387

Web: <http://health.utah.gov/primarycare>

Applications for Telehealth

- Professional development programs
 - Continuing education courses
 - Meetings
 - Trainings
 - Telemedicine
-
- How have other programs used Telehealth?



How Are We Measuring the Impact of the Diabetes Telehealth Program?



Increase in....

- Number of partners/participants
- Agencies/clinics
- Professions represented
 - RN, RD, MD, LCSW, CHES, etc.
- Geographic distribution
 - Rural, frontier, urban, suburban
- Continuing Education credits awarded



Increase in....

- Out-of-state partners
- Number completing pre/post-tests
- Evaluation forms completed
 - Overall Program Quality
- Knowledge/Competency/
Performance/Outcomes



An Impact in....

- Diversity of presenters and topics
- Partnership involvement (State Diabetes Programs, CHCs, Word of Mouth)
- Methods of participation
 - Video, phone, webstreaming
- CE credits offered: RN, RD, MD, others with certificate of completion



Program Evaluation

- Goal: program improvement
- Purpose: to measure effectiveness and determine program impact
 - Was competency improved through an increase in knowledge and/or skills?
- Methods: traditional evaluation form and pre/post-tests to measure change



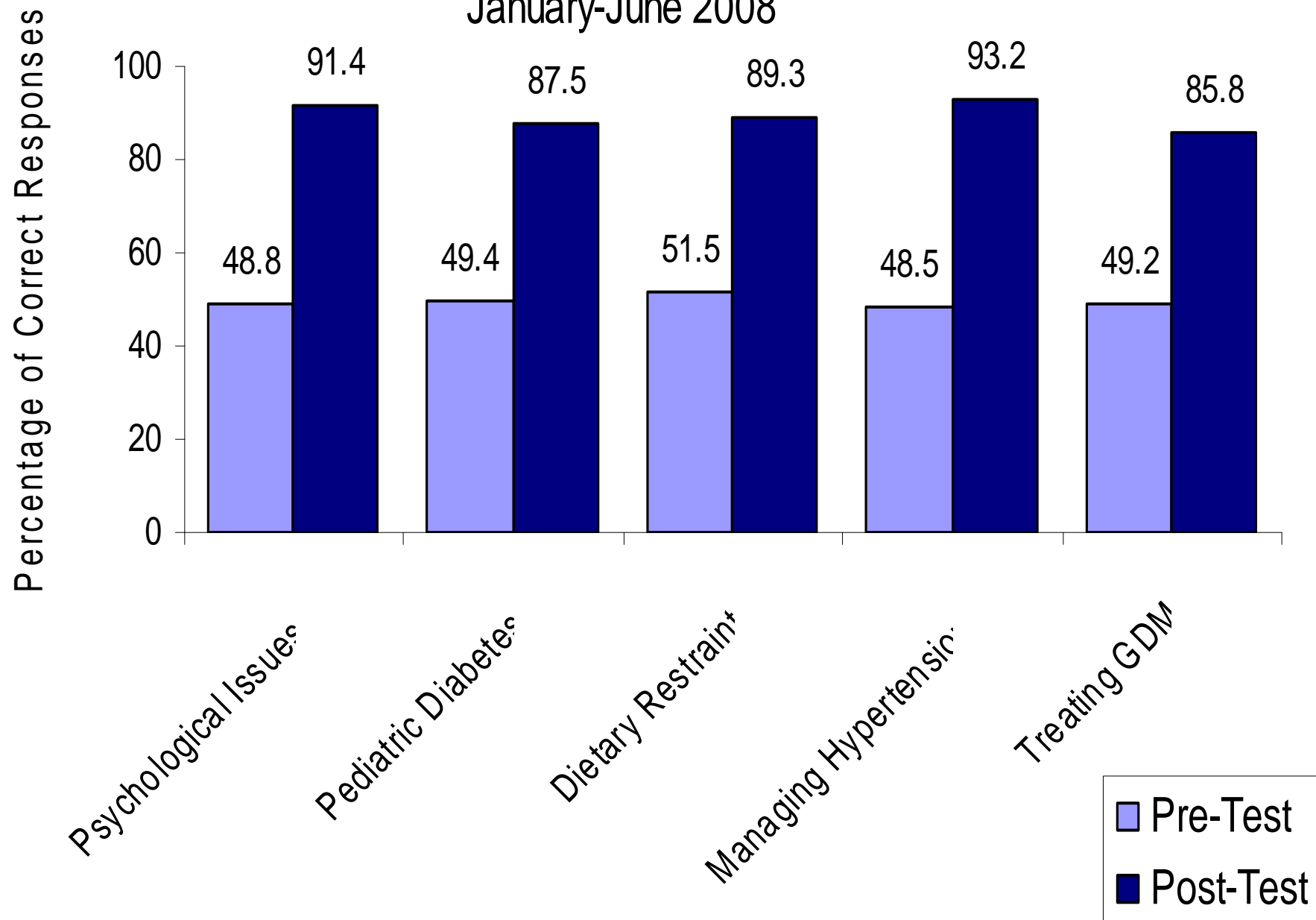
Program Evaluation

Online Evaluation Tool

- An online evaluation tool is used called Zoomerang
- Brenda Ralls, fearless DPCP epidemiologist, performs data analysis
 - Test scores have shown a marked increase in knowledge



Pre & Post Telehealth Test Results January-June 2008



Strategies to Reduce Costs: The Paperless Revolution

- Electronic documents is the way to go
 - Developing and emailing electronic certificates is a big saver
- Online registration reduces costs by eliminating fax resources
 - <http://www.health.utah.gov/diabetes/apps/threg.php>
- Online pre/post-tests eliminates paper needs as the online evaluation tool collects and analyzes the data for you
- Volunteer speaker bureau?



Telehealth Limitations

- Technical difficulties do occur, but can usually be resolved
- Phone bridge limitations (# of lines)
 - Qwest service is available thru DTS
- Audio can perhaps reduce interaction
- Having participants activate mute
- Handouts are usually needed ahead of time



Distance Learning Media Available Through Utah Telehealth

- Video conference (live participation)
- Audio (live participation by phone)
- DVD (post-program alternative by mail)
 - Could still offer CEUs by viewing the DVD and returning a completed evaluation/sign-in within 6 months



Distance Learning Media Available Through Utah Telehealth

- **Webstreaming** (in its trial stages)
- **Web access** through posting of program handouts at
www.health.utah.gov/diabetes
- **Video-On-Demand** (learner-directed activity)

<http://www.utahtelehealth.net/diabetes.html>

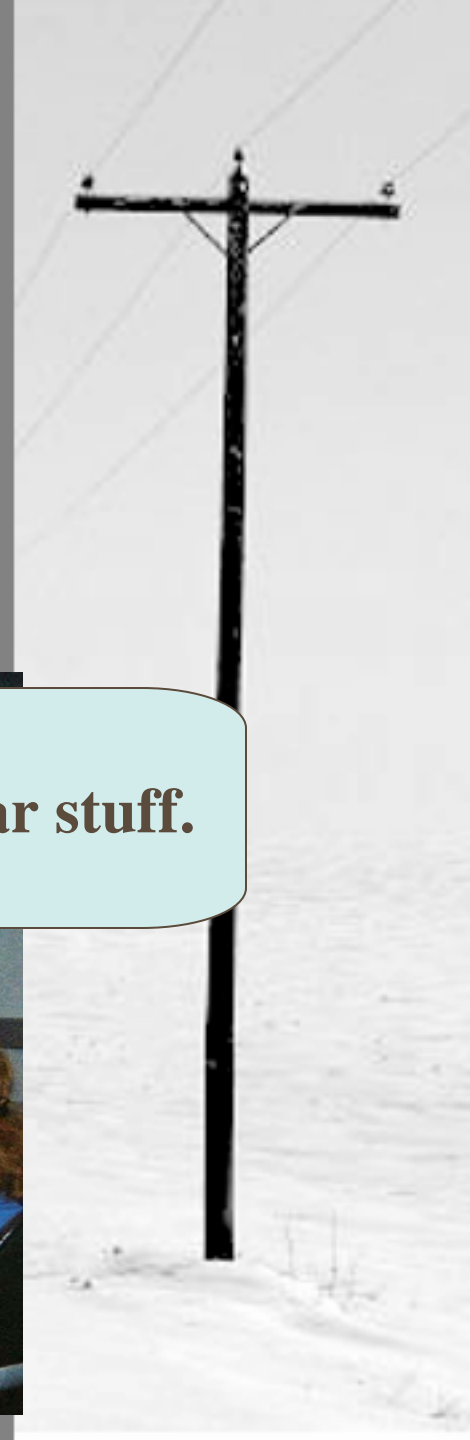


Thank you

Telehealth at
Utah Dept.
of Health



This is stellar stuff.



Utah Diabetes Telehealth Program

<http://health.utah.gov/diabetes/telehealth/telehealth.htm>

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